

School and Library Network Advisory Board

Meeting Minutes

June 4, 1997

Members Present: Bill Black, Tom Romano, Gary Nichols, Raymond Poulin, Barry McCrum, Stephen Gilbert, Phil Lindley, Audrey Prior (for Reginald Palmer), Joanne Steneck

1. Approval of Minutes from April 9, 1997 Meeting. Minutes approved.
2. Description of ATM System. The meeting was held simultaneously at the Department of Education in Augusta and in Shibles Hall, UMO, Orono, Maine via the ATM Network. Ray Poulin gave an overview of the ATM Network. Six pilot sites are connected and a limited number of additional sites will be connected this fall. Ray is enthusiastic about the E-Rate being used for discounts for ATM service.
3. Report on NYNEX Installations and Applications. Art Henry reported 907 installations as of May 31, 1997, with 129 AEV approved, 13 choosing business line option and 22 declining service. \$486,800 of the \$500,000 designated for computers has been spent.

556 individuals received technical coordinator training representing 926 schools and libraries. Of the \$50,000 designated for this training, Jay Johnson expects to spend \$22,000-\$23,000.

Art reported that there has been a good response to his letter about assigning e-mail addresses to each school or library site. Over half the schools and libraries have responded.

4. Results of NYNEX's Customer Satisfaction Survey. Art Henry distributed summaries of recent follow-up calls. NYNEX has called 739 sites, including AEV sites. Response is almost all positive. Where problem areas noted, follow-up done.
5. Discussion of Formal Survey, October 1997. Various board members submitted suggested questions for the survey. It was agreed that the survey should be administered through a web site, if possible. Discussion was had on making separate survey questions available to superintendents, principals, technical coordinators and teachers. The library survey would be directed to librarians. Also discussed whether a random sample should be used or the survey made available to all schools and libraries. Tom Romano and Joanne Steneck will make a proposal at the next meeting with costs for various surveying options.
6. Training. Discussed the need for further training. It was noted that schools may need additional training in the Fall due to turnover. New issues are also arising. John Pierce

has developed a proposal for additional training which he distributed. This includes a menu of small modules. Ms. Steneck suggested that any future training should be "decentralized" as needs appear to vary widely. A subcommittee consisting of Advisory Board members Gary Nichols, Bill Black, Tom Romano, Ray Poulin with assistance from John Pierce and Jay Johnson will report back recommendations at the next Board meeting.

7. F.C.C. Universal Service Final Order. Brief discussion about highlights of Order. Gary Nichols suggested that the current Advisory Board be revised as a coalition to assist the PUC in implementing the universal service funds' discounted rates for libraries and schools. Ms. Steneck said she thought the Advisory Board had a limited function of assisting the Commission in implementing the NYNEX project and that although a steering committee might be a good idea, its identity should be distinct from the School and Library Network Advisory Board. She also said the Commission would likely approve tariffs containing discounts consistent with the FCC's Order in the near future. Mr. Black asked if the Commissioners could attend a brown bag lunch to discuss the future of the School and Library Network. Ms. Steneck said she would speak to the Commissioners. (**Note:** Chairman Welch will attend the next Board meeting.)

Meeting adjourned at 4:05 p.m.

Next meeting scheduled for August 6 in the Commission's Hearing Room.